

# QUALITY & CLINICAL EXCELLENCE

The American Heart Association, American College of Cardiology, Society of Thoracic Surgeons, and many other national organizations set standards for high-quality care. The best hospitals in the country send their data to these databases for comparison with other hospitals. Winter Haven Hospital sends its data for stroke, heart failure, surgical infection prevention, and open-heart surgery to such organizations. Once submitted, these organizations rate Winter Haven Hospital's quality. Recent comparative studies indicate that services at Winter Haven Hospital equal or exceed national benchmarks for safety, reliability, and satisfaction.

## Stroke Care:

When patients come with symptoms of a stroke, they can expect rapid diagnosis, treatment with drugs that can restore function (thrombolytics), prevention of complications such as lung infections that may be caused when swallowing is impaired by a stroke, and prevention of future strokes through treatments that prevent clots from forming and blocking the blood supply to the brain.

## Heart Care:

The Bostick Heart Center provides care that meets or exceeds care provided by the best known cardiovascular centers in the country. When compared with other hospitals participating in the Society of Thoracic Surgeons database, Winter Haven hospital patients are:

- Less likely to die (lower mortality rates)
- Less likely to develop an infection (lower deep sternal infection rates)
- Spend less time on artificial circulation (lower pump time)
- Spend less time using artificial ventilation (fewer hours on a ventilator)
- Spend less time in the intensive care unit

For the last three years, Winter Haven Hospital has demonstrated consistently better care for heart failure patients than other hospitals throughout the nation. The hospital's open heart program is rated in the top 12% of hospitals in the nation by the Society for Thoracic Surgeons (July 2006-June 2007 discharges).

## Surgical Site Infection Prevention:

Winter Haven Hospital compares actions taken to prevent surgical site infection with other hospitals using the Medicare database, QNET. The data is currently available to view at [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov). Winter Haven Hospital has the highest percentage of patients who receive measures to prevent infection of any hospital in Polk County:

- 93% of Winter Haven Hospital patients receive a preventive antibiotic one hour before surgery
- 97% of Winter Haven Hospital patients receive appropriate antibiotics for their surgery

## Saving 100,000 Lives: The Institute for Healthcare Improvement

Winter Haven Hospital participates in the Institute for Healthcare Improvement's national initiative to save lives. Winter Haven Hospital initiatives related to participation include:

- Implementation of a Rapid Response Team to bring expert caregivers to patient's bedside immediately upon the call for a nurse, any staff member or family member of a patient.
- Central line kits are used to lower the chance of infection from intravenous lines.
- Ventilator protocols and critical care rounds are used to lower the chances of lung infections.
- Winter Haven Hospital staff use Alaris "smart" pumps to make sure the amount of medications given intravenously is correct. Special pharmacy procedures that link laboratory tests with a patient's medication list prevent harm from medications.

## Hospital Consumer Assessment of Health Providers and Systems Survey (HCAHPS)

In 2006, Winter Haven Hospital began to participate in a national experiment to measure patient experience with healthcare. A survey called HCAHPS was designed by the Centers for Medicare and Medicaid Services (CMS) and the Agency for Health Care Quality (AHRQ). More than 2,000 Winter Haven Hospital patients complete a telephone survey each year. The responses of Winter Haven Hospital patients are compared with those of patients receiving care in thousands of other hospitals across the country.

These are some of the things Winter Haven Hospital patients say about the care they receive:

- *"Staff were very caring and they were on time whenever you needed them."*
- *"Nurses took time to listen to me. If you wanted to talk, they had time to talk."*
- *"I felt like I was the only patient they had. I felt well cared for and very special."*
- *"The last day I was there, one of the nurses came in with a folder. She went over my entire medical history with me when she came on duty. She knew what I needed."*

## Emergency Care:

Winter Haven Hospital Emergency Department physicians and staff constantly work to deliver care that is fast, safe and designed to meet the needs of patients. In 2007, the average time patients spent in Winter Haven Hospital's Emergency Department before discharge was reduced by one-third. The Emergency Department uses a new electronic patient record, a new CAT scanner and new ways of doing things to improve efficiency. Guest Services staff help patients waiting in the lobby. Specially trained triage nurses help patients with minor problems receive quick care and make sure that patients with potentially serious problems are evaluated quickly by a physician.

Employees in all departments value the teamwork and culture of excellence that characterizes Winter Haven Hospital.

